The text of the announcement is published in accordance with Article 29 of the RA Law "On Procurement".

Clarifications on the Online Conference for Open Tender CBA-2023-060 – Acquisition of Information Management System (IMS) for the Central Bank of RA held on 17 January 2024.

Date: January 24, 2024

Dear Prospective Bidders,

The Central Bank of the Republic of Armenia is pleased to present the comprehensive Q&A session conducted during the online conference on <u>January 17, 2024</u> regarding the Open Tender with the code "CBA-2023-060," on the acquisition of an Information Management System (IMS) for the Central Bank of the Republic of Armenia (https://www.cba.am/am/SitePages/tenders.aspx)

	QUESTION FOR CLARIFICATION	*CLARIFICATION*
1	What is the whole objective of the solution? What are the main expectations?	The main objective of this tender procedure is the implementation of an Information Management System in CBA. The main expectation is the implementation of a Business Process management system with a NO CODE or LOW CODE solution.
2	The RFP specifies Portal applications and/or Mobile application. Is the portal/application intended for the use and access of internal users only, or is it also intended for external users?	At this stage of the project, the access privileges are intended for internal users only.
3	The requirement for continuous process analysis of all the processes, as mentioned in functionality requirement point number 10, pertains to the display of processes. Does this refer specifically to presenting the processes	The system should analyse the processes and visualize this analytics and statistics on a dashboard.

	as a dashboard report, or are there additional and specific analysis requirements involved?	
4	What is the objective of the QR code generation and what will its use be? Moreover, will the Barcode approach be accepted?	The documents extracted and printed from the system must have a QR code, which will give the user full information on the metadata of the document (which module is the document from, what is the name and ID of the document etc.) The Barcode will also be accepted but at the same time QR code solution is preferable.
5	Please elaborate Article 30, specifically the point referring to different techniques of data/project representation and visualization, more specifically about Kanban boards, related requirements and expectations.	The Kanban boards are not required for all processes but in several processes, there are tasks that are assigned to the employees of CBA and they should be able to see these tasks via Kanban boards. The boards must not be integrated with other specific application for example: Confluence, but they must be generated within the system itself. For example: there is a process named "Reconciliation" where the supervisor assigns tasks to employees. Here a UI is required in a form of a Kanban board, which should be available to all participants of that process, so they can follow the progress of the task.
6	Will there be any additional functional descriptions for the shared Demo Workflow file?	All the templates required for the development of the DEMO version are included in the RFP documentation. Should a participant need elaboration on the already provided functional, CBA will be happy to provide it upon request.
7	The RFP documents mention a feature for encrypting the files. Please elaborate on the use cases of this encryption, in which cases is this needed, for example during download of the files or do you need an encryption using an electronic signature solution or should it be inbuilt in the feature itself and be used during only opening the files in the solution	The use cases for password and encryption generation are currently undefined and, as a result, not yet available. The system is expected to provide users with a selection between a password, a signature, or any other method proposed by the Bidder. Additionally, it should have the capability to verify the authenticity of e-signatures entered into the BPM system, and

	interface or should it restrict any downloading or uploading operations? Does CBA have an e-signature system?	electronically sign the files generated and/or embedded by the BPM system. It is worth noting that, at present; CBA does not have a dedicated e-signature system and solely possesses e-signature certificates.
8	One functional requirement mandates the ability to generate metadata for all actions executed on a file, including details like who downloaded or edited the file. Does CBA currently employ a third-party software for this purpose, necessitating integration with the proposed IMS solution, or should the bidders propose their own solution?	The system metadata is non-editable, while users with the appropriate permissions can edit the file description content metadata. It is crucial to note that there is no third-party solution in place. The bidder must incorporate all these requirements into the proposed BPM solution.
9	Are the Participants required to send their bids physically via postal services after their submission via e-mail? (for example the Bank Guarantees)	The Bidders are not required to send the Bidding documentation via postal services and/or physically submit the tender documentation at this stage of the tendering procedure. The scanned versions of the original documents are sufficient. Hard copy of the Bank Guarantees can be requested on demand after the application deadline.
10	Do Bidders need to consider any existing systems in the context of integrating the IMS solution? If so, what is the approximate number of such systems?	The proposed IMS solution will need to integrate with several existing systems. Currently, there are 15 systems that the proposed solution is required to be integrated with.
11	Is the Multilanguage interface requirement obligatory?	The Multilanguage interface is a mandatory requirement. The interface must be in Armenian, English and Russian.
12	Please elaborate Article 38, specifically the request of changing interface items on a click in the solution.	Each user should be given the opportunity to customize their individual interface and the system should be equipped to sustain all these user customizations.
13	Please confirm that in the context of the RFP the Bidder is only required to give description to 7 processes. In addition, will CBA need a further functional training for users and	As an initial stage the Bidder is required to implement all the processes described and provided by the RFP, the provided solution must contain all of these processes. CBA also will

	administrators on the use and potential further development of the system?	request trainings both for the users and for the system analysts on the design and further development of the provided processes by our in-house team.
14	Can CBA supply or offer guidance on the Bank Guarantee template?	CBA does not provide a standardized Bank Guarantee template as they may vary among banks. However, CBA requires bidders to submit the draft of the Bank guarantee issued by their bank for review and approval.

Important notice

Please be advised of the following on any clarifications regarding the bidding document:

- *The deadline for the receipt of pre-bid clarifications is* **February 9, 2024.**
- *All communication must be sent to Ms. Siran Yeganyan, Head of Procurement Coordination Service at the Central Bank of the Republic of Armenia.*
- *Email inquiries must be sent to* ***siran.yeganyan@cba.am*** *, with a copy to* ***procurement@cba.am*** *.*

Please note that communication must be in **written** *form. Bidders are encouraged to take advantage of the opportunity to submit questions for clarification within the specified timeframe.*

Secretary of the Evaluation Committee of the RA Central Bank

Siran Yeganyan

Purchaser: The Central Bank of RA